



Austin/Travis County CoC HMIS & Public-Facing Dashboards

ECHO Presentation
October 6th, 2021

Homeless Management Information System - HMIS



- Local information technology system designed for coordination of homelessness services in Austin/Travis County
- Data collected:
 - Client-level data and;
 - Data on the provision of housing and services to homeless individuals and families and persons at risk of homelessness.
- Each Continuum of Care (CoC) chooses a software solution (e.g. WellSky's Service Point) that complies with HUD's data collection, management, and reporting standards

HMIS - Universal Data Elements



- 3.01 Name
- 3.02 Social Security Number
- 3.03 Date of Birth
- 3.04 Race
- 3.05 Ethnicity
- 3.06 Gender
- 3.07 Veteran Status
- 3.08 Disabling Condition
- 3.08 Disabling Condition
- 3.10 Project Start Date
- 3.11 Project Exit Date
- 3.12 Destination
- 3.15 Relationship to Head of Household
- 3.16 Client Location
- 3.20 Housing Move-In Date
- 3.917 Prior Living Situation

HMIS - System Performance Measures



- **Measure 1:** Length of Time Persons Remain Homeless
- **Measure 2:** The Extent to Which Persons Who Exit Homelessness Return to Homelessness
- **Measure 3:** Number of Homeless Persons
- **Measure 4:** Employment and Income Growth for Homeless Persons in CoC Program-funded Projects
- **Measure 5:** Number of Persons who Become Homeless for the First Time
- **Measure 7:** Successful Placement from Street Outreach and Successful Placement in Retention of Permanent Housing

Dashboard Background & Overview



- Key teams (ECHO Research & Evaluation and HMIS departments)
- Key partners (Service Providers, CoA, Advocates with Lived Expertise)
- Why do we need public-facing dashboards?
 - Measure system performance
 - Identify areas for system improvement (performance, system flow, equity, etc.)
 - Set targeted goals for improvement
 - Highlight system successes

Dashboard Purpose



ECHO is now hosting a public-facing dashboard that provides data and context on the Homelessness Response System.

- Dashboard and updates rely on **data from HMIS** and directly collected **from service providers**.
- Data to be updated on a **monthly** and, in some cases, **quarterly** basis.

Dashboard Measures Overview



System Capacity and Housing Move-ins

- Number of **beds** each project and organization has capacity for
- Number of people moving into **permanent housing**

System Overview and Performance

- Number of people enrolled in **all** programs
- Number of **new** people enrolled in all programs
- Number of people experiencing **sheltered** and **unsheltered** homelessness
- Proportion of people **returning to homelessness**

System Flow

- **Length of time** between assessment, referral, enrollment, and move-in



Dashboard Preview



Thank you!
Questions or feedback?